Request for Proposal

Business Telecommunications Services

Issuing organisation	*[Company legal name]*
RFP reference	*[RFP-2026-001]*
Issue date	*[DD Month YYYY]*
Questions due by	*[DD Month YYYY, 5:00 p.m.]*
Proposals due by	*[DD Month YYYY, 5:00 p.m.]*
Submit to	*[Name, title, email address]*
Anticipated award	*[DD Month YYYY]*
Anticipated service start	*[DD Month YYYY]*

> **How to use this template.** Replace every bracketed field. Delete any section that does not apply to your organisation — an RFP that asks for things you do not need attracts proposals you cannot compare. Keep Section 11 (Evaluation Criteria) even if you do not publish the weightings; agreeing them internally *before* proposals arrive is what keeps the decision objective.

1. Purpose of this RFP

[Company legal name] ("the Company") invites proposals from qualified telecommunications providers for the supply, implementation and ongoing support of business voice services described in this document. The Company intends to award a contract for an initial term of [12 / 24 / 36] months.

2. Background and objectives

[Two or three sentences on your organisation: sector, number of locations, headcount, and why you are going to market now — contract expiry, a move, growth, poor service, cost reduction, or a technology change.]

Our objectives for this procurement are:

1. *[e.g. Reduce total cost of ownership of voice services]*
2. *[e.g. Eliminate on-premises hardware and its refresh cycle]*
3. *[e.g. Support staff working across offices and from home]*
4. *[e.g. Guarantee call answering outside business hours]*
5. *[e.g. Improve resilience — no single point of failure at any site]*

3. Scope of services

Respondents should price and describe their ability to deliver the following. Mark any item you cannot provide as "Not offered" rather than omitting it.

Service	In scope?	Notes / quantity
Hosted / cloud PBX	*[Yes / No]*	*[Number of users]*
SIP trunking to existing PBX	*[Yes / No]*	*[Number of concurrent channels]*
Local geographic numbers (DIDs)	*[Yes / No]*	*[Quantity; new or ported]*
Toll-free / international numbers	*[Yes / No]*	*[Countries required]*
Number portability of existing numbers	*[Yes / No]*	*[Quantity — see Appendix B]*
Desk handsets (supplied / leased / BYO)	*[Yes / No]*	*[Quantity and model preference]*
Softphone / mobile applications	*[Yes / No]*	*[Number of users; platforms]*
Auto-attendant / IVR	*[Yes / No]*	*[Number of menus and languages]*
AI call answering / virtual receptionist	*[Yes / No]*	*[Expected monthly call volume]*
Contact centre / queueing	*[Yes / No]*	*[Number of agents and queues]*
Call recording and retention	*[Yes / No]*	*[Retention period required]*
Call reporting and analytics	*[Yes / No]*	*[Reports required]*
Fax service	*[Yes / No]*	*[Number of fax lines]*
Internet access / dedicated bandwidth	*[Yes / No]*	*[Sites and speeds]*
Backup connectivity for voice	*[Yes / No]*	*[Sites requiring failover]*
Installation, configuration and training	*[Yes / No]*	*[Sites and user counts]*

4. Current environment

Provided so respondents can size and plan a migration accurately.

Item	Current state
Number of sites	*[See Appendix A]*
Total staff / phone users	*[Number]*
Existing phone system	*[Make, model, age, support status]*
Existing lines / trunks	*[Type and quantity — analogue, PRI, SIP]*
Existing numbers to retain	*[Quantity — see Appendix B]*
Average monthly call volume	*[Inbound / outbound minutes]*

Peak concurrent calls observed	*[Number, and how measured]*
Internet connectivity per site	*[Provider, speed, type]*
Current monthly spend	*[Optional — omit if you do not wish to anchor pricing]*
Contract expiry / notice period	*[Date and notice required]*

5. Functional requirements

Respondents must complete the response column for every row. Use: **S** = supported as standard; **C** = supported at additional cost; **D** = available in a future release with a committed date; **N** = not supported.

Requirement	Priority	Response	Vendor comment
Inbound routing by time of day and day of week	Must		
Ring groups / hunt groups with configurable order	Must		
Voicemail with delivery to email	Must		
Call transfer — blind and attended	Must		
Simultaneous ring to mobile / softphone	Must		
Self-service administration portal	Must		
Call detail records exportable to CSV	Must		
Auto-attendant with multiple menu levels	*[Must / Should]*		
Queueing with position and wait announcements	*[Must / Should]*		
Call recording with searchable retrieval	*[Must / Should]*		
Supervisor listen / whisper / barge-in	*[Should / Nice]*		
AI answering for unanswered or after-hours calls	*[Should / Nice]*		
Appointment booking or message capture by AI	*[Should / Nice]*		
WhatsApp / SMS notification of missed calls	*[Should / Nice]*		
CRM or helpdesk integration	*[Should / Nice]*		*[Name the systems]*
[Add your own requirements here]			

6. Technical requirements

Respondents should answer each question specifically. "Yes" without detail will be scored as no answer.

1. Describe your network. Do you own and operate the switching and routing used to deliver this service, or is it resold from another provider? Name any upstream carriers.
2. What licences do you hold to provide telecommunications services in Jamaica, and under what entity name?
3. Which codecs do you support, and which will be used by default for on-net and off-net calls?
4. What bandwidth do you require per concurrent call, and what total capacity do you recommend per site given the quantities in Section 4?
5. Describe your recommended QoS configuration at the customer edge, including DSCP marking and any router models you have configured previously.
6. How is voice traffic secured in transit? Do you support TLS for signalling and SRTP for media?
7. Describe your redundancy: geographic diversity of your core, failover behaviour if a customer site loses connectivity, and whether numbers can be rerouted automatically.
8. How is fraud detected and limited? Describe spend caps, destination blocking and alerting.
9. What happens to inbound calls during a total customer-site outage? Describe the default behaviour and the options available.
10. Describe the number porting process, expected timeline, and what portion of it you handle on our behalf.
11. Where is call data stored, for how long, and who may access it?
12. Describe your provisioning and change process. What can we change ourselves, and what requires a request to you?

7. Service levels and support

Item	Required	Vendor commitment
Platform availability (monthly)	*[e.g. 99.9% or better]*	
Support hours	*[e.g. 24 × 7]*	
Support location and language	*[e.g. local, Jamaica-based]*	
Response time — critical (service down)	*[e.g. 30 minutes]*	
Response time — major (degraded)	*[e.g. 2 hours]*	
Target restoration time — critical	*[e.g. 4 hours]*	
Escalation path (named roles)	*[Required]*	
Service credits for SLA breach	*[Required — state basis]*	
Planned maintenance notice period	*[e.g. 5 business days]*	
Named account manager	*[Required / Preferred]*	
Quarterly service review	*[Required / Preferred]*	

> Ask for the SLA document itself as an appendix to the proposal. A commitment stated in a sales response but absent from the contract is not an SLA.

8. Implementation and migration

Proposals must include:

- A week-by-week implementation plan from contract signature to full cut-over.
- The named project contact and their role during implementation.
- The cut-over method proposed (phased by site, phased by department, or single cut-over) and the rationale.
- A rollback plan describing what happens if cut-over fails.
- What is required from our staff, and how many hours of our time the plan assumes.
- Training provided: format, duration, audience, and whether materials are left with us.
- Confirmation of how business continuity is maintained during porting — specifically, whether any period exists in which inbound calls could be lost.

9. Pricing schedule

All prices to be quoted in Jamaican dollars, exclusive of GCT, with the applicable GCT rate stated separately. Where a price depends on volume, state the volume assumed.

9.1 One-time charges

Item	Quantity	Unit price	Total
Installation and configuration			
Handsets (state model)			
Number porting charges			
On-site cabling or works			
Training			
Other (itemise)			
Total one-time			

9.2 Recurring charges

Item	Quantity	Monthly unit price	Monthly total
Per-user subscription (state plan)			
Per-channel / trunk charge			

Number rental (per DID)			
Toll-free / international numbers			
AI answering / receptionist			
Call recording and storage			
Connectivity / bandwidth			
Support / maintenance			
Total monthly			

9.3 Usage charges

Destination	Rate per minute	Included allowance
On-net (between our own extensions)		
Local fixed		
Local mobile		
USA / Canada		
United Kingdom		
Other international (attach rate card)		

9.4 Commercial terms

Question	Vendor response
Minimum contract term offered	
Discount for annual prepayment	
Price escalation during term (state basis and cap)	
Notice period to terminate	
Early termination charges	
Charges to add or remove users mid-term	
Can users be reduced as well as added?	
Ownership of numbers at contract end, and porting-out assistance	
Ownership of call recordings and data at contract end	
Ownership of any supplied hardware at contract end	

> The exit terms are the ones buyers forget and regret. Ask them before you sign, not when you leave.

10. Respondent qualification

1. Legal entity name, registered address, and years trading in this market.
2. Telecommunications licence(s) held and issuing authority.
3. Whether you own the network used to deliver the service, or resell another provider's.
4. Number of business customers currently served on the proposed platform.
5. Three reference customers of comparable size and sector, with contact details, whom we may approach.
6. Insurance coverage relevant to this engagement.
7. Any litigation or regulatory action in the past three years relevant to service delivery.
8. Named implementation and support staff, with roles and relevant certifications.

11. Evaluation criteria

Proposals will be evaluated against the following weighted criteria. Score each on 1–5 and multiply by the weight.

Criterion	Weight	What we are assessing
Total cost of ownership	*[30%]*	Full three-year cost including one-time, recurring and usage — not the monthly headline
Functional fit	*[25%]*	Coverage of Must requirements as standard, without costly add-ons
Reliability and service levels	*[20%]*	Redundancy, SLA commitments in writing, credits, restoration targets
Support quality	*[10%]*	Hours, location, escalation, named contacts, reference feedback
Implementation plan	*[10%]*	Credibility of the timeline, rollback plan, risk to continuity
Vendor standing	*[5%]*	Licensing, network ownership, track record, references

12. Submission instructions

- Submit as a single PDF to *[email address]* no later than *[date and time]*. Late submissions will not be considered.
- Respond in the order of this document, using the same section numbering.
- Complete every table. Write "Not offered" where applicable rather than leaving a blank.
- Limit marketing material to an appendix. It will not be scored.
- Questions must be submitted in writing by *[date]*. Answers will be circulated to all respondents.
- Attach: your standard SLA, your master service agreement, and your international rate card.
- Proposals must remain valid for *[90]* days from the submission date.

13. General terms

- This RFP does not oblige the Company to award a contract, and the Company may decline all proposals.
- Costs incurred in preparing a proposal are the respondent's own.
- The Company may request clarification, a demonstration, or a site visit before award.
- Information provided in this RFP is confidential and must not be disclosed to third parties.

Appendix A — Site list

Site name	Address / parish	Users	Existing lines	Internet service
[Head office]	*[Kingston]*	*[24]*	*[4 analogue]*	*[Provider, speed]*

Appendix B — Number inventory to port

Number	Type	Current provider	Site	Published where
[876-XXX-XXXX]	*[Main / fax / direct]*	*[Provider]*	*[Site]*	*[Website, signage, directories]*

Appendix C — Scoring sheet

Criterion	Weight	Vendor A	Vendor B	Vendor C
Total cost of ownership	*[30%]*			
Functional fit	*[25%]*			
Reliability and service levels	*[20%]*			
Support quality	*[10%]*			
Implementation plan	*[10%]*			
Vendor standing	*[5%]*			
Weighted total	**100%**			